



Service Description – Exchange Email

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1 Service Description

1.1 What is Exchange Email?

Exchange is Microsoft's enterprise messaging solution. It provides corporate email and related services including email, contacts, calendars, notes, synchronisation of data between devices, mobile and web access to company data and message retention and searching.

The available features depends upon the plan that users are subscribed to.

1.2 Prerequisites

You must have a working domain name and DNS hosting configured to use this service. We can provide this for you at additional cost if required.

While not required, for best results you should have Windows PCs with Outlook 2013 or newer and all latest updates installed.

1.3 Client Device Maintenance

You are responsible for configuring and maintaining your own devices used to access this service, eg PCs, laptops, tablets and mobile phones.

Synapse will provide setup instructions to you as part of this service. Synapse can provide additional setup or maintenance services if requested on a time and materials basis.

1.4 Mail Migration

You are responsible for migrating historical data from another provider if this is required.

Synapse can provide data migration services if requested on a quoted or time and materials basis.

1.5 Data Backups

We will retain daily backups of your data where possible for a period of 14 days. Synapse can restore accidentally deleted data to your account within this time period.

1.6 Acceptable Usage

You must not use your account to store or transmit any anti-social, illegal, threatening, defamatory, offensive or pornographic material or for purposes such as sending or receiving obscene, abusive, fraudulent, threatening or unnecessarily repetitive messages, that constitutes a criminal or civic offence under State and Commonwealth laws.

1.7 Payment

Payment for the Exchange service is required in advance for the number of user mailboxes required. You may choose to pay for the service monthly, quarterly or yearly.

1.8 Target Service Level

99.9% uptime.

1.9 Call Response Target

4hrs

1.10 Restoration Target

8hrs

1.11 Service Level Rebates

Monthly Uptime Percentage	Service Credit
< 99.9%	25%
< 99%	50%
< 95%	100%

1.12 Contract Term

This service has a minimum contract term of 12 months unless otherwise set out in your individual contract agreement. At the conclusion of the minimum term this service will be contracted on an ongoing monthly basis.